

Dear PrimeCare Community,

As the global pandemic COVID-19 (coronavirus) continues to impact our nation and our community, PrimeCare Benefits, Inc. (PrimeCare) continues to take precautions in accordance with CDC and Occupational Safety and Health Administration (OSHA) to safeguard the health of our staff, members, clients, and providers.

In an effort to protect our community, PrimeCare will continue to adhere to screening and social distancing recommendations currently put forth.

The PrimeCare office will remain closed to visitors. We understand that this may be inconvenient, but believe it is in the best interest of all to keep in-person interactions to a minimum.

**Walk-In Service** for members and providers will remain closed. We will not receive hand delivered claims from provider offices. Provider checks will not be available for on-site pick up. Mail delivery via USPS has become somewhat unpredictable, with delays in delivery occurring often. We continue to work within the industry to find alternate methods for communication, including methods for our providers to deliver needed information to us without delay. We strongly suggest that our dental providers utilize electronic claims delivery to ensure that we receive your claims on a timely basis. Our professional services team is available to help you find an electronic claims vendor that works with us. Please do not hesitate to reach out to them. Checks will be mailed to addresses on file.

PrimeCare continues to monitor the latest updates about COVID-19 and the quickly spreading Delta variant. As the situation evolves, we will continue to monitor guidelines and protocols issued by the CDC, state and local public health departments to safeguard the health of our staff and preserve our ability to operate.

At PrimeCare Benefits, we value your relationship and sincerely hope you and your loved ones are staying healthy and safe during this challenging time.

For questions or concerns about our policies and procedures, contact us at <https://www.primecareadministrators.com/contactus>.

Sincerely,

A handwritten signature in black ink, appearing to read "Fred L. Horowitz".

**Fred L. Horowitz, DMD**  
President